

FBIS-2022/88
23 June 1988

MEMORANDUM FOR: Director, Foreign Broadcast Information Service

FROM:

[redacted]
Acting Chief, Operations Group

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SUBJECT:

Recommendation for Quality Step Increase -
[redacted]

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1. I recommend that [redacted] be awarded a Quality Step Increase for his sustained superior performance at Okinawa Bureau since October 1987.

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2. In October and November 1987 Okinawa Bureau installed its FBA LAN-based computer network consisting of some 50 terminals. The successful installation, ready acceptance by bureau employees and continuous 24-hour operation since installation would not have been possible without the dedication, hard work, and patience of [redacted]. [redacted] spent many hours of his own time without compensation to ensure that the computer system was working and the bureau could keep operating.

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3. During installation it became apparent that the software had not been designed to handle the large press agency file this bureau must process. This system design fault, in turn, impacted on other functions the computer was tasked with doing. When system crashes occurred, [redacted] could be counted on to immediately come to the rescue even if it meant a long drive to the bureau in the middle of the night. He would stay until the system was running again. His dedication, perseverance, and hard work enabled the bureau to keep functioning and provide timely reporting for its consumers.

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4. [redacted] was responsible for completing the training of system administrators (SA) who are now managing the computer system. While the SA's received some training from the contractors during installation, [redacted] insured that they truly understand the system and could assume the SA responsibilities.

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5. [redacted] is an effective supervisor and works with people very well. His patient, quiet manner and technical knowledge encourages subordinates as well as colleagues and management to turn to him for

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instruction, assistance or advice. He has an excellent working relationship within and outside the bureau. He maintains effective liaison with military counterparts which has enabled the bureau to facilitate its projects.

6. [] performed in truly outstanding fashion in the period prior to, during and following the installation of FBA at Okinawa Bureau and deserves to be recognized with a QSI.

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7. [] has not previously received a QSI.

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APPROVED:

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27 JUN 1988

Director, Foreign Broadcast Information Service

Date

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[REDACTED]

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FBIS/Ops/OW: [REDACTED] (22Jun88)

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